FAMILY CONTACT
Order of the Golden Rule

Family Contact News

September 2017

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Get Your Fix!

"I would have liked a picture of the deceased mounted on an easel next to the coffin."

EZ Mount Frame and Easel

The EZ Mount Photo Frame and Easel offered by Messenger is the better way to display photographs at your funeral home.

For more information, visit www.messengerstationery.com or contact Bob Hoaglund at (800) 827-5151 x243.

Announcements

- **How to access your monthly reports:** Watch Video.
- **Not sure if you're using the most up-to-date version of the survey?** Look at the back of the surveys you've been sending out and look for the field for families to provide their email address. If it's there, you have the most up-to-date survey. If it's not, log in to the new Family Contact website using the same access link and code emailed to you for your monthly reports. Then, download the file labeled, "Official Family Contact Survey" under the "Member Reports and Files" column.

Room for Improvement and Above & Beyond comments were gathered from Family Contact surveys received this month for all members.

Room for Improvement

- There didn't seem to be a lot of choices in the way of more affordable services or ways to cut costs. The fees on the itemized bill were not discussed/explained, i.e. the pianist, the stationery, etc.
- She did not look like Mom. They put too much makeup on her, and her lips were drawn downward.
- The birthdate listed on the prayer card was incorrect. On the remembrance card, the year was 20 years off. There was also a mix-up with the online obit as well--they put a different person's picture on my loved one's online obit.
- We requested a viewing the morning of the funeral, but when the time came, we were told she was packed up and a viewing wouldn't be possible. I then told the person that we had made a request the day before with the director and they still refused. We felt like it was ok for the customer to be inconvenienced, but not the funeral home.
- I would have liked a picture of the deceased mounted on an easel next to the coffin.
- The wrong music was played. We asked for Daniel O'Donnell's Songs of Faith, and they played Elvis.

Right On!

"His experience with military services and our common Scot-Irish heritage was invaluable in making this a perfect service."

Above & Beyond

❖ **Hartsell Funeral Home, Inc.| Albemarle, NC**
Greg understood from the beginning what I wanted for my husband and offered great options and suggestions without being overbearing or pushy. He provided the right guidance needed for me to make decisions during a very difficult time. His experience with military services and our common Scot-Irish heritage was invaluable in making this a perfect service. His compassion and caring were genuine. The service went off as planned thanks to the directors. I did not have to worry about any details that day. Greg came in his kilt, and he carried my husband in behind the bagpiper. It was perfect. The service honored my husband's life and service, which was very important to me. Also, when I visited my husband before cremation, I was allowed all the time I needed. This was also very important to me.

❖ **Weymouth Funeral Home | Newport News, VA**
We had not realized that we would have to identify the body before the cremation, and this made us panic. The picture of her taking her last breath at the hospital was brutal. We did not know how we were going to manage seeing her like that again; pale and disfigured. My brother offered to go identify the body. A few minutes later, he returned to the waiting area with tears of joy. He suggested that my husband and I go in and view her to say good-bye. The staff at Weymouth's went above and beyond our expectations. They went the extra mile to comb our mom's hair, put a touch of make-up on her, and covered her with a beautiful quilt. She truly looked like she was asleep and at peace. They gave her the dignity and respect she deserved even though they were going to cremate her. Words cannot express how grateful we are for this act of kindness and compassion. It was a huge comfort to us having this as our last vision of our beautiful mother.

❖ **Shinn Funeral Home | Russellville, AR**
Mr. Ormond Peters and his staff displayed the highest standards of professional conduct. They walked us through every step of the process. They arranged and provided funeral services for our dear Mom. We were especially happy and consoled while working with Mr. Rowdy Wright, one of the funeral directors at Shinn's. He truly attended to every detail in an impeccable manner and was available to our family at all times. When sad and difficult times arrive, we all need a friend and we definitely found a friend/friends at Shinn Funeral Service. Thank you.

Memory Display Case

This memory display case by SpartaCraft, Inc. ties the flag together with any medal, accolades or certificates in order to honor passed veterans and their service to their country.

For more information, visit www.spartacraft.com or contact Maureen Hayes at (800) 637-8030.

Always identify yourself as an OGR member when contacting any supplier directly for possible discounts.